

Missouri City, Texas

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Add to 10111589

NVS-200

January 23, 2005

Certified Mail Receipt No. 7002 3150 0005 7073 6134

David Taylor Cadillac/Buick  
9120 Southwest Freeway  
Houston, Texas 77074

Re: FORMAL COMPLAINT: Defective Automobile  
VIN #1GKDS13S942

Dear Sir/Madam:

Pursuant to Section 3.04(h) of the Texas Motor Vehicle Commission Code (article 4413(36) Vernon's Texas Civil Statutes, which states the following . . . "(h) A retail buyer of new motor vehicle may make a complaint concerning defects in a new motor vehicle which are covered by the warranty agreement applicable to the vehicle. Such complaint must be made by letter to the dealer, a copy of which shall be sent to the applicable manufacturer or distributor, and must specify the defects in the vehicle which are covered by the warranty. The owner may make further complaint by sending to the Commission a copy of the letter. The Commission may hold a hearing on all unsatisfied complaints to determine whether there has been a violation of the Act."

EXECUTIVE SECRETARIAT  
2005 FEB - 14  
TRAFFIC SERVICES

On October 24, 2003, I purchased a 2004 GMC Envoy, VIN #1GKDS13S942 Model: 2 WD 4DR, Color: Onyx Black from Southwest Pontiac - GMC located at 12450 Southwest Freeway, Stafford, Texas 77477. The total price of the vehicle, including taxes, license and service contract were \$36,721.10. The Lien holder for the vehicle is GMAC.

Since the purchase of this vehicle and driving it off the lot of Southwest Pontiac - GMC, below is a history of the defects on the subject vehicle:

- 1) **April 4, 2004: No Crank - No Start. Vehicle Towed**  
**Date of Service: April 5, 2004**  
**Date Vehicle Returned: April 5, 2004**  
**Diagnosis/Repairs: Elec Test . . . Open Connection Circuit 1737. Yellow Wire repaired Open Connection at Neutral Switch Connector Pin.**

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- 2) **October 8, 2004: No Crank - No Start. Vehicle Towed**  
**Date of Service: October 8, 2004**  
**Date Vehicle Returned: October 8, 2004**  
**Diagnosis/Repairs: Elect Test . . . Open Ignition Switch. Replaced Ignition Switch**
  
- 3) **November 29, 2004: No Crank - No Start. Vehicle Towed**  
**Date of Service: November 29, 2004**  
**Date Vehicle Returned: December 1, 2004**  
**Diagnosis/Repairs: Open Ignition Fuse E. Replace Fuse and check wiring and test drive. NOTE: The Vehicle before being released to Owner was test drove with an overnight stay by Technician**
  
- 4) **January 22, 2005: No Crank - No Start. Vehicle Towed**  
**Date of Service: January 23, 2005**  
**Diagnosis/Repairs: Unknown at this time**

As clearly shown above, I have had serious problems with this vehicle. It has jeopardizes the health, safety and welfare of me and my family. I have lost time at work because of being stranded for several hours and having the vehicle towed.

I first put GMC on notice about the vehicle in October, 2004 after the first breakdown. My point of contact was David Knowling, a GMC Representative. Each time that the vehicle has brown down, I have contacted Mr. Knowling. On November 29, 2004, I verbal requested that GMC replace the vehicle or trade it out. However, that request was denied and I was informed in writing from GMC, on or about the 1<sup>st</sup> of January, 2005, that they would not replace or purchase back the vehicle. The letter indicated that I had a right to file a complaint and request mediation on the matter.

Now that the vehicle has broken down for the FOURTH time with the same CAUSE "No crank - no start", I am again requesting, NOW IN WRITING that GMC replace or buy back this vehicle. Please be advised that if I do not get satisfaction on this matter, I shall be forced to take further legal proceedings under the Texas Lemon Law pursuant to Revised Texas Statutes, Annotated Article 4412(36) Section 6.07.

Please be further advised that effective 14 days from the receipt of this letter to GMAC - Lien holder, I will stop all automatic monthly payments on this vehicle. If you have any questions regarding this letter or request any supporting documentation, please do not hesitate to contact me at

Page 3  
Formal Complaint Letter  
January 23, 2005

Sincerely,

cc: Administrator Certified Mail No. 7002 3150 0005 7075 4862  
National Highway Traffic Safety Administration  
400 Seventh Street, SW  
Washington, D.C. 20590

GMAC - Lien Holder Certified Mail No 7002 3150 0005 7073 6196  
P. O. Box 8104  
Cockeysville, MD. 21030

Texas Motor Vehicle Commission Certified Mail No. 7002 3150 0005 7075 4879  
P. O. Box 2293  
Austin, Texas 78768

Pontiac - GMC Division Certified Mail No. 7002 3150 0005 7073 6202  
General Motor Corporation  
P. O. Box 33170  
Detroit, Michigan 48232-5170

Better Business Bureau Certified Mail No. 7002 3150 0005 7075 4855  
BBB Auto Line Complaints  
Arlington, VA 22203